

OVERCOMING CHALLENGING DEADLINE KEEPS MAJOR CUSTOMER

ABOUT ATCAM INC. ATCAM provides thermal spray, machining and robotic applied coating services. Peter Andres, current president and owner, founded the company in 1993. ATCAM operates a 35,000-square-foot manufacturing facility in Little Chute, Wisconsin. ATCAM has 10 employees, including six on the shop floor. Food processing, pulp and paper, plastic packaging, and the military/defense markets are among the industries served by ATCAM. Customers include Oshkosh Corp. and large paper producers in the Fox Valley region of Wisconsin.

THE CHALLENGE. ATCAM provides thermal coating for a local fabricator that supplies a large aerospace original equipment manufacturer (OEM). A third-party audit conducted for the OEM identified several areas that ATCAM needed to address to conform to ISO 9001 and AS9100 standards. ATCAM had one month to respond to the OEM with corrective actions, otherwise the OEM would direct the fabricator to another supplier of the thermal coating process. ATCAM engaged the Wisconsin Manufacturing Extension Partnership (WMEP) to rapidly develop the necessary documentation and respond to the corrective actions.

MEP CENTER'S ROLE. ATCAM produced a quality manual and implemented a variety of procedures addressing the required corrective actions. In July 2014, after reviewing the corrective actions, the OEM certified ATCAM as an approved supplier for a three-year period. The WMEP also assisted ATCAM with an ISO 9001 gap analysis and implementation of an ISO 9001 Quality Management System. ATCAM received its ISO 9001 certificate in October 2015.

"The WMEP makes the process less painful than trying to do something like this on your own, and also made us realize that it's not an impossible task, even for a small company like ATCAM. Now everybody is on track and forward thinking about how to do things better. It's a high credential that will help us to gain new customers and now that we're certified, the sky's the limit."

-Peter Andres, President and Owner

RESULTS



\$150,000 in retained sales over past two years that would have been lost if OEM had pulled business



\$16,700 in cost savings



\$4,500 invested in workforce practices



Adopted practices to instill more discipline in the organization



Ability to secure work in other markets

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